

USPS Report on PRC Rate and Service Inquiries for July 2012

The Postal Regulatory Commission referred 113 inquiries to the Postal Service in May. Customers received responses on average within 17 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (67) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (41) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (4) – i.e., general information, obtaining refunds or exchanging postage, and suggestions.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

How can a customer submit an appeal for a Domestic Insurance Claim denial to the Postal Service?

For domestic insurance claims that were denied, customers may appeal a decision by filing a written appeal focusing on the basis of the claim denial within 60 days of the date of the original decision to the following address:

DOMESTIC CLAIM APPEALS
ACCOUNTING SERVICES
PO BOX 80141
ST LOUIS MO 63180-0141

For domestic mail if the original claim was filed online, the customer may file an appeal online by signing into his or her account at: www.usps.com/insuranceclaims/online.htm. The appeal must be filed within 60 days of the date of the original decision.

For domestic mail if a customer receives a check for less than the claimed amount, the customer may file a check protest appeal by submitting a written letter within 60 days of the date of the check to the following address:

CHECK PROTEST
ACCOUNTING SERVICES
PO BOX 80140
ST LOUIS MO 63180-0140

For more information on the domestic insurance claims denial process, please visit the Postal Service website at <http://www.usps.com/cpim/ftp/pubs/pub122/welcome.htm>

Carrier Alert Program Marks 30th Anniversary

This year marks the 30th anniversary of the Carrier Alert program, jointly managed by USPS and the National Association of Letter Carriers (NALC). The program's objective is to maintain a vigilant eye on local elderly, sick or disabled citizens. The Postal Service

and NALC launched Carrier Alert in 1982, partnering with social service agencies across the country. The all-volunteer program is a natural extension of the daily role letter carriers play in America's neighborhoods. It takes advantage of their daily presence to help identify customers who may be in need of assistance, due to illness or an accident. Accumulated mail is often a sign that assistance might be needed.

"The value of Carrier Alert has been demonstrated repeatedly throughout the past 30 years," said PMG Pat Donahoe. "Watchful letter carriers have helped thousands of our customers and confirmed our commitment to serving America's communities in ways that go beyond simply delivering the mail."